

## Your questions answered

**Q. How do I request IT Support using my Z Blocks IT Support time?**

**A.** Call the Z Blocks Help Desk on 020 8614 8202 Or email [support@z1tech.net](mailto:support@z1tech.net)

**Q. Am I obliged to buy a certain number of Z Blocks every month or every year?**

**A.** No. The benefit of the Z Blocks system is that unlike an annual contract, you are in control. You decide the number of Z Blocks you need to buy depending on how much support time you think you will need and use.

**Q. How many Z Blocks should I keep in my Z Account at any time?**

**A.** This can vary depending upon the amount of users, servers and support you want. However as you gain experience in using the Z Blocks system you will learn the number of Z Blocks you tend to use and can maintain your account balance accordingly.

**Q. What if I haven't got enough Z Blocks in my Z account to cover the time taken to resolve my IT issue?**

**A.** We will complete the work and resolve your issue as long as your account is paid up to date. We'll then advise you for any time in excess of your Z Blocks balance. You will then need to top up.

**Q. Why do I have to sign Terms & Conditions?**

**A.** Z Blocks Terms & Conditions are designed to protect your business. They specify exactly what is covered and not covered within the Z Blocks service. They also contain a mutual 'Non-Disclosure Agreement' which is vital for you as you are giving us access to systems which probably contain confidential business information.

**Q. How will I know when I need to top up my Z Blocks Account?**

**A.** We will advise you when your balance is low – you can then place an order via email.

**Q. Will there ever be times when you're not available to support my business?**

**A.** Z Blocks IT support service is available 24 hours a day, 7 days a week 365 days a year

**Q. What response times and service levels do you offer?**

**A.** We provide two Same Day response services, 15 minutes for very urgent incidents and 2 hours response for less urgent issues.

Our 8 hour response Next Business Day service is ideal for non critical issues. We also provide out of hours support 24 hours a day 365 days per year.

**Q. Do I have to stick to a fixed service level for a set contract period?**

**A.** No – with Z Blocks there’s no contract period and you can choose your desired response time on an incident-by-incident basis.

**Q. Am I charged the same quantity of Z Blocks regardless of the time of day or night I require IT support?**

**A.** The number of Z Blocks we deduct varies depending on:

- the service level – speed of response you want
- whether we can support you remotely or need to attend on-site
- What time of the day or night you want us do the work

For full details please refer to the Z Blocks charging table.

**Q. What if you can’t solve my problem straight away?**

**A.** We will advise you on why, how and when we will resolve the issue

**Q. What happens with un-used Z Blocks if I wish to close my Z Account?**

**A.** You can close your Z Account at any time by giving us 30 days notice in writing. Any un-used Z Blocks at the time of termination will be refunded in full.

A revolutionary IT support service that’s truly **different**

**For more information or to  
arrange a face-to-face meeting**

If you would like to discuss your specific  
IT support requirements, either face-to-face  
or over the phone, please call us on

**020 8614 8200.**